

Chart 1: Customer Billing – This chart provides details on the number of bills issued each month and the accuracy of those bills. It also provides the average time it took to resolve bills that were in error.

Customer Billing

Performance Metrics	Jul Actual	Aug Actual	Sep Actual	3Q20 Actual	YTD
# of Bills Rendered	22644	22608	8162	53414	179096
% of Billing Accuracy	99.5%	99.8%	99.9%	99.7%	99.2%
Summary of Causes of Billing Adjustments					
Billed in Error	1	0	7	8	17
Rate Change	0	0	0	0	0
Wrong Bill Cycle	0	0	0	0	0
Wrong Customer Billed	0	0	0	0	0
Wrong Period Billed	4	5	0	9	42
Wrong Rate	1	0	1	2	7
Wrong Read	102	51	1	154	1594
# of Billing Exceptions	512	451	116	1079	3704
Avg # of Days to Resolve Billing Exceptions	5.93	4.58	1.28	3.93	3.97

Chart 2: Call Center Operations – This chart provides details on how responsive customer service representatives are in handling calls. It includes the number of calls received each month and how quickly those calls are answered.

Call Center Operations

Performance Metrics	Jul Actual	Aug Actual	Sep Actual	3Q20 Actual	YTD
# of Calls Received at all Centers	2363	2127	1538	6028	21291
*Average Speed of Answer / Service Level	92.1%	88.3%	87.6%	89.3%	84.3%
Abandon Rate	1.0%	1.6%	2.5%	1.7%	2.9%
Longest Wait Time in Queue	0:05:08	0:05:09	0:05:14	0:05:14	0:10:46
Average Wait Time	0:00:21	0:00:28	0:00:32	0:00:27	0:00:47
Average Customer Treatment Time	0:07:49	0:07:49	0:08:24	0:08:01	0:06:17

*The Company is reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level since 01/01/2013.

Chart 3: Customer Complaints – This chart provides details on the actual complaints received from customers and the reasons for the complaints. The complaint rate is measured by dividing the number of complaints by the number of active customer accounts. These complaints are considered resolved unless they are either escalated to the Community Relations Coordinator or a complaint comes through the ORS for investigation by the Community Relations Coordinator.
See Chart 4 for those complaints.

Customer Complaints

Performance Metrics	Jul Actual	Aug Actual	Sep Actual	3Q20 Actual	YTD
# of Complaints Received	375	384	377	1136	3019
% of Unresolved Complaints Issued Notice to Contact ORS	100%	100%	100%	100%	100%
Complaint Rate	1.67%	1.71%	1.68%	1.68%	1.50%
Types and Number of Types of Calls Received from CWS Customers					
High Bill Investigation	119	68	47	234	579
Air in Water	2	1	0	3	21
Clogged Sewer	11	16	8	35	137
Discolored Water	13	14	9	36	98
General Investigation	28	18	30	76	299
High or Low Pressure in the Water	14	25	39	78	186
Lawn Repair for Sewer Breaks	1	1	0	2	8
Lawn Repair for Water Breaks	2	1	13	16	44
Lift Station Problems	2	3	7	12	22
Mineral Amount in Water	1	0	0	1	7
No Water	20	89	58	167	391
Noise in Sewer	0	0	1	1	4
Odor in Sewer	2	2	2	6	22
Repair/Replace Meter Box	2	1	2	5	12
Repair Road	4	5	5	14	35
Sewer Main Break	3	4	2	9	25
Sewer Miscellaneous Complaint	16	15	13	44	126
Sewer Service Line Break	3	3	3	9	35
Taste or Odor in the Water	1	1	2	4	16
Water Quality	0	5	3	8	31
Water Main Break	27	13	16	56	110
Water Miscellaneous Complaint	32	33	27	92	260
Water Service Line Break	52	53	63	168	385
Test Meter	20	13	27	60	166

Customer Initials	Customer Complaint	Company Response	Resolution Date
B.M.	Customer stated water usage is erroneously billed due to her meter measuring the water passing through it quicker than average	Please note that an abnormal meter read was reimbursed fully to the customer the fall of 2019 as a courtesy. Blue Granite Water encourages all customers to contact our Customer Service team to set up payment arrangements if the customer has issues paying their bills. We would encourage this customer to do the same if in a similar situation.	6/1/2020
N.R.	Customer inquired about a high bill and reports the meter located at her residence was not read correctly.	The meter was estimated due to the meter not being read within the billing cycle timeframe by the meter reading service, resulting in an estimated read by the billing staff. The meter was re-read, and the actual usage rebilled to the customer. The Customer Service Supervisor called the customer to advise the bill was adjusted from \$113.44 to \$18.36.	6/5/2020
L.J.	Customer contacted your office to inquire about a bill received for her irrigation system that was perceived as high	The Area Manager followed up with the customer and provided a reimbursement of 19931 gallons at \$7.08 per gallons for a total of \$141.11. Below is the table of the customers balances showing the reimbursement	6/10/2020
D.R.	Customer inquired about a high bill complaint	Our records indicate a reimbursement was provided to the customer on March 30, 2020 of \$162.27	6/10/2020
N.R.	Customer contacted your office to inquire about a high bill and reports the meter located at her residence was not read correctly	The \$500 reimbursement was made to accommodate the customer's high bill and balance of \$805.20 for the November 24, 2019 bill. Reimbursements are usually calculated on the difference of the water used and the water billed. In this case the amount calculated to be reimbursed between the two numbers was much lower and a higher reimbursement was provided to this customer as a courtesy. The reimbursement would have been for approximately \$250.00 or the amount for the water that did not pass through the meter.	6/25/2020
T.K.	Customer inquired about a reimbursement from his remaining deposit in the amount of \$46.01 after he disconnect service two weeks ago.	The time for the delivery of the check to the customer is typically within four to six weeks given the accounting timeframe for writing and mailing checks from our corporate office. However, I have requested this check request be expedited for the customer.	7/1/2020

S.Y.	Customer inquired about not receiving a bill or able to login to the online My Utility Connect customer service portal to make payments.	Our records indicate that customer contacted our Customer Service Department March 3, 2020 to receive a temporary password for her My Utility Connect account. This is the last communication received from customer. I have requested customer receive a paper bill for her account per her request in her complaint. If customer needs assistance with the current balance, the customer should contact our Customer Service Department to discuss the options of a short-term payment plan or a long-term payment arrangement.	7/8/2020
D.F.	Freeland contacted your office to inquire about receiving a high bill for her February usage.	The customer's account has been reimbursed \$1,082.23, which is based on the 12-month average of 1,612 or \$83.00	7/10/2020
B.M.	water usage is erroneously billed due to her meter measuring the water passing through it quicker than average	Meter was tested and it showed normal usage.	7/10/2020
R.H.	Customer had concerns the flushing frequency of the water line to his home and water quality issues.	Our records indicate customer's water line is being flushed weekly and is scheduled for replacement in the future. A blow off was installed at the customer's location to also assist with the quality of the water.	7/24/2020
C.W.	Customer contacted your office to inquire about the recent rates under bond increase.	The customer was provided the most recent rate information at the time.	8/12/2020
L.M.	Customer inquired about a deposit being held on account for service	We issued the customer another check for the deposit	8/13/2020
B.F.	Customer complained of generator used to maintain service for the pump stations near her home has not been removed after the excessive rainfall events end.	Generator was removed from the adjacent property	8/14/2020
I.Y.	Customer complained about not receiving a boil water advisory, and the corresponding rescinds messaging.	Records indicated the customer received the notifications via email and phone call	9/8/2020
R.C. and S.C.	Customer complained of a leak that has been reported and repaired several times in the past three to four weeks.	Blue Granite operators investigated and found no issues with the pressure and no active water main breaks or service issues.	9/15/2020

W.P.	Customer reported a leak and it has not been repaired	The leak was repaired on Saturday, September 12, 2020.	9/15/2020
T.G.	Customer received a boil water advisory rescind message but not the original for the boil water advisory.	The rescind was sent. The system shows the boil water advisory was sent but the file was erased. The company has corrected the issue.	9/21/2020
D.T.	Customer received a boil water advisory rescind message but not the original for the boil water advisory.	The rescind was sent. The system shows the boil water advisory was sent but the file was erased. The company has corrected the issue.	9/21/2020
L.W.	Customer received a boil water advisory rescind message but not the original for the boil water advisory.	The rescind was sent. The system shows the boil water advisory was sent but the file was erased. The company has corrected the issue.	9/21/2020